



# The Pharmacy Examining Board of Canada

## Le Bureau des examinateurs en pharmacie du Canada

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### PEBC QUALIFYING EXAMINATION - PART II (OSCE/OSPE) CONFIDENTIALITY AGREEMENT ASSESSORS (OSCE / OSPE)

In consideration of my appointment as an Assessor for the Qualifying Examination - Part II (QE-II), I agree to be bound by the following:

I understand that all exam materials/data and personal data related to the QE-II are confidential and that the copyright of all exam materials belongs exclusively to the Pharmacy Examining Board of Canada (PEBC).

I, therefore, agree to maintain at all times, the confidentiality, security and integrity of all examination content, materials and other information which have been provided to me and/or to which I have access in the course of my involvement in PEBC examination activities, including but not limited to:

- examination content, examination procedures or any other examination-related information and materials obtained prior to and in the course of the examinations;
- candidate identification, personal information, performance and/or results of any test or examination carried out by the PEBC

I understand that I may be held responsible for all damages and cost-recovery in the event that candidate confidentiality or the security and integrity of the examination or any component of it is compromised by my action.

I agree to discuss the content of the exam case(s) only with PEBC examination staff members (including Chief Examiners and/or Standardized Patient Trainers), relevant standardized patients and Assessors who are involved in the particular case(s).

I agree to take responsibility for and keep secure any copy and content of the exam cases and materials given to me in any form. I will not copy, record or disseminate that information in any form at any time. Before leaving the exam site, I agree to return to the PEBC all printed exam materials given to me prior to and during the examination.

I agree that I will not participate in the development, administration or dissemination of preparatory practice exams, cases, courses or other materials which are specifically designed to prepare candidates for the Qualifying Examination, or to review case materials for such exams from the time of my initial appointment until five years after the completion of my service, without the prior express written authorization by PEBC on each occasion.

I agree that, prior to taking part in the examination, I will declare my involvement in any similar assessments for teaching/assessing pharmacy students, pharmacy technician students or potential candidates for PEBC certification and will not use or discuss any of the QE-II stations (or analogous scenarios) to which I have been exposed at any time.

I further agree to inform PEBC of any potential conflict of interest (e.g. employer-employee, personal or family relationships with eligible candidates) or any breach of confidentiality, security or integrity of the examination of which I am aware, in order that the PEBC may take such action as is necessary to maintain the fairness and validity of the examination and uphold the public interest.

I also understand that the objective of this performance examination is evaluation of candidates for PEBC certification and I agree to being videotaped in this capacity for educational, quality assurance or program evaluation purposes only. I understand that I will always be informed prior to being videotaped.

I confirm that I hold a current pharmacist license (to practise patient care), that I am a member in good standing of the regulatory body(ies) having jurisdiction and that I am not currently under professional or criminal investigation.

I have read and understand this agreement and attached Assessor's responsibilities and I agree to abide by the terms and spirit of these agreements at all times, during and after my participation in the PEBC examination processes.

**Name:** \_\_\_\_\_

**Witness:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Exam City:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Workplace:** \_\_\_\_\_

# **ASSESSOR'S RESPONSIBILITIES**

## **PEBC QUALIFYING EXAMINATION - PART II (OSCE / OSPE)**

You will facilitate the candidate's best performance and a fair outcome by adhering to the following guidelines:

- 1. Refrain from participating in the development, administration or dissemination of preparatory practice exams, cases or courses or other materials which are specifically designed to prepare candidates for the PEBC Qualifying Examination, or reviewing case materials for such exams, from the time of your initial appointment until three years after the completion of your service, unless expressly authorized in writing to do so by the PEBC.**
  
- 2. Fulfil the assessor's major roles**
  - a) Read information provided, attend an orientation session before participating as an assessor and the assessor training meeting on exam day, to learn and clarify any information regarding the assessment procedures.
  - b) Obtain and attach candidate's bar code label, right side up.
  - c) Accurately complete the checklist according to candidate's 'final' responses; complete all ratings on the forms provided following the scoring guidelines for Communication, Outcome and Performance and record comments to support the ratings. (Record and consider only factors relevant to the station objectives and task(s), when recording and scoring candidates' performances.)
  - d) Evaluate individual candidates based on objective observations and performance as documented during the actual assessment. (Assessors must only record and rate direct observations of the candidate's actual performance. No assumptions should be made about the candidate's underlying knowledge or cognitive capacity or intentions.)
  
  - e) Adhere strictly to all assessment administration instructions, including, but not limited to:
    - i. follow time allotment and buzzer signals;
    - ii. reset the station after each candidate;
    - iii. refrain from discussing, aiding, or reacting to the assessment or candidate's performance (e.g. avoid any kind of feedback such as head nodding, smiling or frowning, etc.); maintain your professional role as an assessor at all times while the exam is in progress.
  
- 3. Initiate/complete an incident report**

As soon as possible (between candidates) complete an Incident Report, including the candidate ID#, if applicable and give the written Incident Report to your Senior Hall Monitor, SP Trainer or Chief Examiner for follow-up and/or to complete any other required documentation if you:

  - a) or any other person varies from PEBC's assessment policies and procedures
  - b) observe a candidate, SP or staff person doing something that could result in an error or have a positive or negative impact on the candidate
  - c) suspect a possible breach of exam security.
  
- 4. Do all you can to minimize stress and distractions for the candidates**
  - a) Silence digital watches (or turn them in for safe keeping) during the assessment session.
  - b) Admit candidate on time.
  - c) Be attentive to the candidate at all times.
  - d) Maintain a professional manner with candidate. Personal conversations are not permitted with candidates or standardized patients during the examination session.
  - e) Avoid undue noise or distractions while the candidate is in the room (eg. tapping on your work

surface, clicking a pen, etc.).

- f) Advise the staff if there is any disturbance or interference outside your control.
- g) Do NOT use a telephone, except for a true emergency, during an examination session.

#### **5. Maintain and assure assessment quality**

- a) Dry run the station at least twice before the exam starts and fill in both the Communication and Station checklists and ratings, using the detailed rating criteria to determine which rating to select.
- b) Consult with the Chief Examiner if you have any questions about any of the scoring guidelines by the end of the training and dry run session.
- c) Follow the stated scoring criteria, even if you do not agree with them completely.
- d) Finish scoring each candidate's performance before the next candidate arrives. Do not hold onto prior candidates' scoring sheets to add comments or rate performance, as this may lead to error, confounding two (or more) candidates' performances.
- e) Double check all completed scoring sheets, check to ensure that you have filled in the correct bubbles on the checklist and all rating scales, recorded relevant comments to support low ratings and briefly noted the reason for filling in Misinformation, Risk or Unique Response bubbles (if applicable).
- f) Provide written feedback to the PEBC on the quality of the training, exam process and your station by filling in the feedback questionnaire in your case booklet.

#### **6. Maintain confidentiality of candidate's performance**

- a) Avoid commenting on candidates' performances to anyone.
- b) Avoid comments to candidate on his/her performance and do not expose your scoring sheet to the candidate.
- c) Place scoring sheets backwards in the designated folders mounted outside the station, concealing any scores and notes.

#### **7. Maintain integrity and security of assessment site, information and content**

- a) Do NOT bring cell phones, pagers or any digital transmission or recording devices with you to the exam. If brought with you, you are required to turn them in to the registration staff for safe keeping.
- b) Do not discuss questions with anyone other than exam staff (e.g. other pharmacists, candidates or students) at any time, now or in future.
- c) Do not leave assessment papers unattended at any time.
- d) Leave all station materials in the office at the end of the exam - staff will organize and package materials.
- e) At the end of the day - complete the evaluation form, give all your assessment information in an orderly manner to staff or place at the designated return place(s) (at or near the sign-out desk), and sign out. You may leave when authorized to do so by the Centre staff (after all scoring sheets and case training booklets have been accounted for).
- f) Report to PEBC any known or suspected errors, security problems, inappropriate behaviour or safety concerns.

#### **8. Threats to validity and reliability of candidates' scores**

- a) Fatigue. It affects markers ability to score objectively. It is important to come well rested to stay alert..
- b) Cultural differences. It includes looks, dress styles, smells, colours, and style/format of response. In MOST cases these factor have little to do with ability to do a task.
- c) Lack of focus and attention. Look interested and be observant of candidates' demonstrations. Avoid yawning and maintain the posture indicative of attentiveness. Remember that candidates believe that what happens in the station is about them – and, in fact, it is all about them!
- d) Comparing candidates with one another. This is not about who is the BEST of the candidates. The OSPE is about comparing candidates' ability to the scales and checklist items levels already

established.

- e) Assumptions about candidates. Candidates are not necessarily entry level; the exam is entry level. Use the full range of the scales. It is unlikely that all candidates perform at the marginally acceptable or marginally unacceptable level of the scales.
- f) Perception of the examination content or process. The cases presented are simulations of job practices, not actual job practices. It is critical that assessors perceive the cases to be valid and useful for assessing competency even if the cases presented are slightly different in an exam situation than would be seen in practice. Assessors should take care to not allow their impressions of a case to affect scoring candidates' performances – simply follow the scoring guidelines.
- g) Misunderstanding the case. Focus on the case objectives. This will enhance accuracy/reliability of scoring.
- h) Distractions. Closely observing while scoring candidates' performances is all the more critical because after a candidate is finished there is no final product to corroborate the accuracy of assessor's score.
- i) Lack of preparation. Assessors are ultimately responsible for their readiness to mark candidates. Assessor should take advantage of all opportunities given to be ready to the task at hand: read all materials sent prior to the exam, practise scoring on the web-site and attend training; thoroughly understand the case at hand and the rating scales, participate in the dry-runs with other assessors of the same case and discuss differences in scoring to come to consensus on interpretation of scoring criteria.

**9. Respect the examination centre facilities, OSCE/OSPE station spaces and others participating in the examination**

- a) Dress appropriately for a professional examination – neat and tidy business or business casual. Do not wear blue jeans, caps or hats, flip flops or clothing with images, slogans or corporate logos. Clothing should cover the chest/cleavage and torso.
- b) Do not wear or use scented clothing, cosmetics, perfumes or other fragrant products on the examination day.
- c) Smoking is not permitted in the building - please step outside during lunch, if necessary.
- d) Keep all furniture in place, as it was set up.
- e) Maintain a clean, tidy space at all times. Dispose of food and beverage wastes in garbage receptacles.
- f) Wear comfortable soft-soled shoes to avoid unnecessary noise.

**10. Assist in the evaluation of the assessment process**

- a) Provide feedback and make recommendations concerning the assessment content, format, procedures, scenarios, ratings, and processes on the evaluation forms provided.



*PEBC greatly appreciates your willingness to participate in this important activity and, in doing so, your significant contribution to the whole pharmacy profession and to the public interest.*